

EXHIBIT C

QUALITY ASSURANCE AND SURVEILLANCE PLAN

Exhibit C.1. General

This plan is designed to provide an effective surveillance method to promote effective contractor performance. The Quality Assurance Plan provides a method for the Contracting Officer's Representative (COR) to monitor contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor contractor performance to ensure that contract standards are achieved.

Exhibit C.1.1. Failure to Provide Services. As with any time-and-materials contract, the Contractor may only bill for hours worked. For an unmanned post, not only is the contractor prohibited from billing for such services, but also the Government may assess a further deduction, as shown in the first category of the matrix displayed below, due to the serious breach of security created by the unmanned post.

Exhibit C.1.2. Deduction for Unacceptable Performance. The deductions described in the matrix below are for billed services not performed in accordance with acceptable quality performance standards, resulting in:

- (1) the degradation in value of those services, and
- (2) the anticipated loss of administrative time and cost in dealing with performance deficiencies.

This contract may also contain line items for vehicles and communications equipment. These line items are paid at a fixed monthly rate. The matrix reflects the deductions for unacceptable services under these line items. These deductions reflect a pro rata deduction from the monthly rate.

Exhibit C.2. Computation of Government Deduct Rate

The deduct value is based on the estimated cost for the Government to provide that service in the absence of a contract employee or the additional administrative time for the Government. For certain deficiencies, the specified deduct value is the loaded labor rate paid to the Embassy Regional Security Officer (RSO). This rate may be assessed in as little as quarter hour increments. The Government cost for this purpose is:

For Base Period \$89.00 per hour

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For Option Year 1: \$92.00 per hour
For Option Year 2: \$96.00 per hour
For Option Year 3: \$100.00 per hour
For Option Year 4: \$104.00 per hour

The Government reserves the unilateral right to modify the contract for the purpose of changing this rate. Changes will occur only to reflect changes in the cost on which the hourly rate is based.

Exhibit C.3. Policy

The acceptable quality and deduct guidelines do not imply that the Contractor may knowingly perform in a defective manner. Defective performance may cause the Government to incur additional expenses with regard to the services, or cause the Government to withhold payment for services not properly or satisfactorily performed. When the Contracting Officer or COR observes deficient performance, as identified in the following items, the Government shall invoke the deduct value for that deficiency.

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Desired Outcomes	Contract Requirement	Maximum Allowable Deviation from Performance Standard	Negative Incentive for Not Meeting Performance Standards	Monitoring Method/Frequency
No manned Post	C.1.2., Exhibit A, Section B	0 per month	RSO Deduct hourly rate not to exceed length of guard shift.	Time period is determined from beginning of shift or point of last Supervisor Inspection until time post is manned, not to exceed the end of the shift.
			Thereafter, at Supervisor hourly rate in Section B.	As long as post remains unmanned.
No sleeping on Duty	H.4.5.	0 per month	Hourly rate from Section B for position required by the post where infraction occurred.	Time period is determined from point in time of last Supervisor Inspection to time of infraction.
Supervisor Inspection; no failure to make complete inspection of all posts	C.3.2.	1 per month	Supervisor Hourly rate from Section B. times the hours per shift	Deduction is determined as the ratio of the number of unsatisfactory round(s) to the required number of rounds per shift times the deduct value. (See Note #1)
No failure to follow General and/or Post Orders	C.1.3.2, Exhibit B	2 per month	Supervisor Hourly rate from Section B. Deduction per incident at the hourly rate.	Deduction is determined by RSO inspection, observation, or reports.

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Desired Outcomes	Contract Requirement	Maximum Allowable Deviation from Performance Standard	Negative Incentive for Not Meeting Performance Standards	Monitoring Method/Frequency
Completion of required initial, basic or refresher training.	H.5.5	0 per month	RSO deduct hourly rate not to exceed length of guard shift.	Deduction is determined by RSO and/or USG inspection, observation, or reports.
No failure to maintain Administrative Records	C.1.5.9.2	2 per month	RSO Deduct hourly rate	Deduction per deviation for actual time expended for review.
Desired Outcomes	Contract Requirement	Maximum Allowable Deviation From Performance Standard	Negative Incentive for Not Meeting Performance Standards	Monitoring Method/Frequency
No lack of Vehicles including ERT vehicles (See Note #2)	H.13	1 day per month	Monthly Vehicle rate from Section B divided by 30 divided by number of vehicles (see Section C)	Deduction at the deduct value daily rate for each day or fraction of a day.
No lack of Key Personnel	H.12.	2 days per month	RSO Deduct hourly rate times 8.	Deduction is per hour of deficiency.
No lack of Radio Network Equipment (including individual functioning radios)	Exhibit D, C.1.5.8	2 radios per month	Monthly rate in Section B, divided by 30, times number of hours without equipment per post	Deduction is per hour of deficiency.

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Desired Outcomes	Contract Requirement	Maximum Allowable Deviation from Performance Standard	Negative Incentive for Not Meeting Performance Standards	Monitoring Method/Frequency
No lack of Equipment - items not priced by line in Section B	Exhibit D	2 per month	Supervisor Hourly rate from Section B, times number of hours without equipment	Deduction is per hour of deficiency.
No Damage to a weapon making it inoperative due to contractor's and/or guard's negligence	Exhibit D	0 per month	Actual cost to repair and/or replace each weapon plus an administrative charge of \$150 per weapon	Deduction is determined by RSO after evaluation of weapon by DEAV and other USG inspection, observation, or reports.

Note (1):

Desired Outcome: Supervisor Inspection; no failure to make complete inspection of all posts.

Negative incentive for not meeting performance standard: Deduction is determined as the ratio of the number of unsatisfactory round(s) to the required number of rounds per shift times the deduct value. The deduct determination expressed in formula format: (Number of Unsatisfactory Rounds/Number of Required Rounds per Shift) x (Supervisor Hourly Rate) x (Hours per shift)

The supervisor hourly rate is the hourly rate found at B.3.1, B.4.1.1, B.5.1.1, etc.

Note (2):

A deduction for Vehicles only applies when Contractor furnished and listed on Exhibit D.